

## A26/17 - MBUX multimedia system (Head unit) NTG7 - Radio function is not available

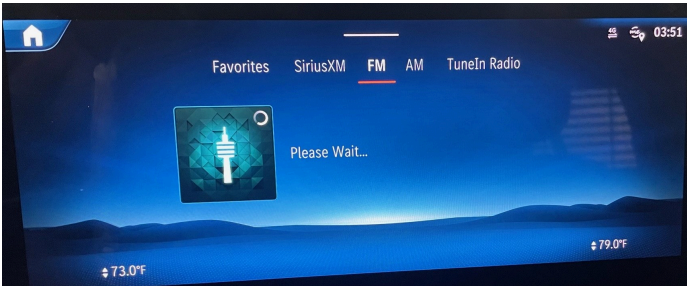
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Topic number	LI82.60-P-077495
Version	3
Function group	82.60 - Radio, audio, video systems
Date	9/19/24
Validity	NTG7*2 model series 118, 167, 177 and 247 with SA code 521, 525, 534 with software release E329.5 or E330.6
Reason for change	Validity extended to include model series 254

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### Complaint

After clicking on the "Radio" selection function, the radio does not start and instead a permanent loading wheel is displayed. See attached picture for example.

Attachments	
File	Description
LI82.60-P-077495.jpg	Radio screen loading
	

### Cause

Software version

### Remedy

A26/17 - MBUX multimedia system (Head unit) unit must be replaced. When the head unit is in this condition, a software update will not remedy the situation.

**NOTE:** The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups

of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

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<b>Symptoms</b>
Communication/information > Entertainment > Radio > Radio mode is not selectable
Communication/information > Entertainment > Radio > Individual functions are not selectable/not available in radio mode
Communication/information > Entertainment > Radio > Malfunction
Communication/information > Entertainment > Radio > Device unavailable

<b>Operation numbers/damage codes</b>				
Op. no.	Operation text	Time	Damage code	Note
82-770	REPLACE HEAD UNIT		8210N	Please refer to the LI document when invoicing